



National Finance Center Customer Notification

Date of Notification: July 22, 2011

Subject: NFC Call Pilot Issues

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center (NFC) is currently experiencing issues with the Call Pilot System. The issue impacts all employee voice mail throughout NFC and several Help Desks, including Payroll/Personnel Call Center and the Operations and Security Center (OSC). Until the issues are resolved, agencies trying to contact these help desks are advised to send a request via e-mail. The Payroll/Personnel Help Desk e-mail address is pepbpersonnel@usda.gov and the OSC e-mail address is osc.etix@usda.gov. Please include your name, phone number and reason for assistance. The outage is expected to last through the remainder of the day. Additional information will be provided as soon as it is available. Currently, no action is required on the part of the customers.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

DRA/M3-020-016

"Tip of the Week"

The Payroll/Personnel Call Center (800-981-3026) is available to assist agency Human Resources Offices from 8:00 A.M. – 4:00 P.M. (CST), Monday – Friday. If employees have any questions regarding their payroll, they should contact their agency Human Resources office.